ORDERING PROCEDURE

Order items from the Electronic Whole Earth Catalog directly from the supplier or publisher. Do not order from us. We sell nothing but information.

Consider these points of mail order etiquette; they'll make shopping by mail more pleasant for you and for the companies you are dealing with.

1. Write legibly. Say what you want on the outside of the envelope. Writing "mail order" or "subscription order" will speed your transaction. You can usually request free information with an inexpensive postcard.

2. Expect prices to rise. The prices shown here are accurate as of mid to late 1988. Prices will be greater if you are ordering outside of the U.S.

3. Don't order from the excerpts of the catalogs we've reviewed. Catalog prices go out of date quickly. Request their latest brochure to get the latest specifications and prices.

4. Include sales tax if the supplier is in the state you are ordering from.

5. Use the phone. Most companies will be happy to bill your credit card if you need something quickly. Even if you aren't in a hurry it's worth a phone call to check prices or to make sure what you want is in stock. Don't be shy to make use of a company's 800 toll-free number; they have bought one because it increases their business.

6. Use International Money Orders (IMO's) to send money abroad. You can get them at the post office. Don't send a personal check.

7. Be patient. It takes at least two weeks for your goods to arrive; four to six weeks is normal. Make a photocopy of your order before you send it.

8. Be gentle. If you need to complain, remember your goal is resolution, not revenge. If you are polite and specific, the person at the other end will likely deal with your problem sooner. Include your name and full address (with zip code) every time you write or call.

9. Be considerate. Don't send away for stuff just to keep your mailbox full. If something free is worth your writing for, it's probably worth including a stamped, self-addressed envelope (SASE). It guarantees a fast response.

10. You don't have to buy it. Don't forget libraries, user groups, and schools. Libraries can get you most any book in the world if you are willing to wait for the inter-library loan network to do its magic. They also have growing collections of videos, CD's, and tape cassettes. User groups have massive libraries of public domain software. Many schools have inexpensive adult education classes that afford you a chance to use and try out expensive equipment. And then there are friends . . . .